

**Illinois Bell Telephone Company (AT&T Illinois)**  
**Service Quality and Customer Credits Report for the Fourth Quarter of 2009**  
This Page Pursuant to Administrative Code Part 730 Section 115

**Operator Answer Time - Toll and Assistance - Section 730.510(a)(1)**

	October	November	December	Qtr Average
IL TOTAL	1.73	2.57	2.55	2.29

**Operator Answer Time - Information - Section 730.510(a)(1)**

	October	November	December	Qtr Average
IL TOTAL	4.32	4.28	4.19	4.28

**Repair Office Answer Time - Section 730.510(b)(1)**

	October	November	December	Qtr Average
IL TOTAL	89.58	18.76	59.90	59.01

**Business or Customer Service Answer Time - Section 730.510(b)(1)**

Customer Class	October	November	December	Qtr Average
Consumer	35.81	39.16	72.86	49.24
Business	43.29	71.93	105.94	72.01
IL TOTAL	36.84	43.75	77.03	52.30

**Percent of Service Installations - Section 730.540(a)**

Geographic Area	October	November	December	Qtr Average
IL Chicago Beverly	88.43%	91.96%	94.89%	91.67%
IL Chicago Loop	95.96%	96.44%	98.44%	96.92%
IL Chicago Montrose	90.48%	94.57%	98.19%	94.32%
IL Chicago Prospect	87.06%	89.60%	97.27%	91.30%
IL Chicago Ronald	94.74%	92.74%	98.94%	95.46%
IL Chicago Stewart	80.68%	89.69%	89.69%	86.48%
IL East St.Louis	98.77%	97.53%	98.93%	98.41%
IL Evanston	94.53%	95.87%	98.10%	96.20%
IL Gurnee	99.00%	98.92%	98.97%	98.96%
IL Joliet	98.56%	99.22%	98.82%	98.86%
IL Kankakee	98.88%	99.65%	99.49%	99.33%
IL McHenry	98.62%	98.83%	98.81%	98.75%
IL Montgomery	97.92%	99.15%	99.07%	98.69%
IL Orland	98.63%	99.22%	99.46%	99.09%
IL Peoria	98.86%	99.43%	99.15%	99.14%
IL Rockford	98.70%	99.18%	99.56%	99.12%
IL Springfield	99.32%	99.18%	99.01%	99.17%
IL St. Charles	98.37%	98.99%	98.68%	98.67%
IL Villa Park	98.99%	98.84%	98.77%	98.87%
IL Unknown	-	-	-	-
IL TOTAL	95.31%	96.54%	98.14%	96.64%

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**Percent Out of Service Lines Repaired in < 24 hours - Sec. 730.535(a)**

Geographic Area	October	November	December	Qtr Average
IL Chicago Beverly	97.43%	95.16%	91.01%	94.38%
IL Chicago Loop	95.02%	93.76%	87.89%	92.24%
IL Chicago Montrose	95.02%	94.35%	93.18%	94.18%
IL Chicago Prospect	96.14%	94.84%	89.18%	93.44%
IL Chicago Ronald	95.96%	96.11%	94.18%	95.43%
IL Chicago Stewart	95.84%	95.90%	90.97%	94.37%
IL East St.Louis	94.02%	92.02%	94.40%	93.46%
IL Evanston	93.43%	92.92%	89.24%	91.93%
IL Gurnee	94.77%	96.32%	97.14%	95.88%
IL Joliet	93.21%	94.29%	93.42%	93.62%
IL Kankakee	95.11%	96.33%	92.96%	94.83%
IL McHenry	95.84%	94.42%	95.19%	95.25%
IL Montgomery	95.15%	96.14%	94.57%	95.28%
IL Orland	95.29%	95.87%	95.18%	95.43%
IL Peoria	96.93%	93.90%	97.23%	96.06%
IL Rockford	95.55%	93.92%	89.13%	93.12%
IL Springfield	96.51%	92.45%	94.07%	94.49%
IL St. Charles	95.51%	94.01%	95.44%	95.04%
IL Villa Park	96.78%	97.26%	95.45%	96.53%
IL Unknown	34.78%	66.67%	37.50%	46.94%
<b>IL TOTAL</b>	<b>95.44%</b>	<b>94.75%</b>	<b>93.03%</b>	<b>94.49%</b>

**Trouble Reports per 100 Access Lines - Section 730.545(a)**

Geographic Area	October	November	December	Qtr Average
IL Chicago Beverly	2.83	2.52	3.61	2.99
IL Chicago Loop	0.46	0.49	0.47	0.47
IL Chicago Montrose	1.46	1.39	1.55	1.47
IL Chicago Prospect	2.91	2.71	2.83	2.82
IL Chicago Ronald	1.73	1.44	1.55	1.58
IL Chicago Stewart	3.36	2.98	3.59	3.31
IL East St.Louis	2.49	2.27	1.71	2.16
IL Evanston	1.54	1.21	1.3	1.35
IL Gurnee	1.37	0.89	0.96	1.08
IL Joliet	1.49	1.33	1.14	1.32
IL Kankakee	2.3	1.73	1.75	1.93
IL McHenry	1.36	0.98	0.86	1.07
IL Montgomery	1.55	1.19	1.09	1.28
IL Orland	2.04	1.63	1.49	1.72
IL Peoria	1.45	1.32	1.11	1.29
IL Rockford	1.94	1.31	1.51	1.59
IL Springfield	1.5	1.36	1.23	1.36
IL St. Charles	1.11	0.81	0.81	0.91
IL Villa Park	1.26	0.96	0.94	1.06
IL Unknown	32.28	23.62	22.83	26.25
<b>IL TOTAL</b>	<b>1.62</b>	<b>1.33</b>	<b>1.35</b>	<b>1.43</b>

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**Percent Repeat Trouble reports - Section 730.545(c)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Chicago Beverly	5.89%	7.36%	6.90%	6.70%
IL Chicago Loop	7.06%	7.93%	6.77%	7.26%
IL Chicago Montrose	5.11%	6.23%	6.86%	6.08%
IL Chicago Prospect	6.42%	7.30%	7.56%	7.08%
IL Chicago Ronald	6.62%	7.91%	8.07%	7.49%
IL Chicago Stewart	8.25%	9.43%	6.08%	7.83%
IL East St.Louis	7.26%	9.88%	8.19%	8.42%
IL Evanston	6.63%	7.41%	6.66%	6.87%
IL Gurnee	8.10%	8.01%	6.96%	7.74%
IL Joliet	10.27%	10.30%	8.68%	9.83%
IL Kankakee	10.52%	11.82%	8.78%	10.39%
IL McHenry	9.26%	10.60%	8.05%	9.35%
IL Montgomery	8.98%	10.99%	8.78%	9.55%
IL Orland	8.79%	11.05%	9.28%	9.64%
IL Peoria	9.72%	8.79%	10.09%	9.52%
IL Rockford	9.89%	11.16%	9.37%	10.07%
IL Springfield	8.88%	10.02%	9.15%	9.34%
IL St. Charles	9.78%	8.72%	7.60%	8.83%
IL Villa Park	4.65%	12.90%	9.68%	8.57%
IL Unknown	8.59%	9.73%	9.55%	9.22%
<b>IL TOTAL</b>	<b>8.08%</b>	<b>9.10%</b>	<b>7.95%</b>	<b>8.35%</b>

**Percent of Installation Trouble reports - Section 730.545(f)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Chicago Beverly	14.97%	13.23%	13.34%	13.87%
IL Chicago Loop	10.00%	9.55%	9.13%	9.58%
IL Chicago Montrose	14.99%	12.08%	12.35%	13.22%
IL Chicago Prospect	16.62%	13.33%	13.16%	14.40%
IL Chicago Ronald	13.52%	10.29%	9.91%	11.24%
IL Chicago Stewart	17.73%	14.71%	13.36%	15.34%
IL East St.Louis	12.97%	9.72%	10.77%	11.22%
IL Evanston	13.20%	10.03%	8.82%	10.71%
IL Gurnee	11.48%	9.54%	9.02%	10.00%
IL Joliet	12.58%	9.54%	9.42%	10.56%
IL Kankakee	13.33%	13.65%	11.28%	12.72%
IL McHenry	11.76%	8.74%	8.49%	9.67%
IL Montgomery	10.48%	10.47%	10.31%	10.42%
IL Orland	13.13%	12.18%	10.67%	12.01%
IL Peoria	12.43%	11.25%	11.23%	11.66%
IL Rockford	11.90%	9.39%	10.08%	10.54%
IL Springfield	11.48%	10.79%	12.18%	11.49%
IL St. Charles	11.40%	9.91%	10.06%	10.48%
IL Villa Park	12.35%	8.93%	9.12%	10.16%
IL Unknown	-	-	-	-
<b>IL TOTAL</b>	<b>13.08%</b>	<b>10.92%</b>	<b>10.70%</b>	<b>11.60%</b>

**Illinois Bell Telephone Company (AT&T Illinois)**  
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**Missed Repair Appointments - Section 730.545(h)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Chicago Beverly	137	98	172	136
IL Chicago Loop	72	53	66	64
IL Chicago Montrose	138	86	167	130
IL Chicago Prospect	137	79	139	118
IL Chicago Ronald	93	67	76	79
IL Chicago Stewart	133	89	176	133
IL East St.Louis	44	25	29	33
IL Evanston	84	47	80	70
IL Gurnee	56	37	45	46
IL Joliet	31	16	18	22
IL Kankakee	27	12	24	21
IL McHenry	50	24	29	34
IL Montgomery	14	15	35	21
IL Orland	73	41	40	51
IL Peoria	25	12	19	19
IL Rockford	37	28	24	30
IL Springfield	17	5	21	14
IL St. Charles	28	13	18	20
IL Villa Park	39	37	47	41
IL Unknown	0	0	0	0
<b>IL TOTAL</b>	<b>1,235</b>	<b>784</b>	<b>1,225</b>	<b>1,081</b>

**Missed Installation Appointments - Section 730.545(d)**

<b>Geographic Area</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Qtr Average</b>
IL Chicago Beverly	15	12	25	17
IL Chicago Loop	7	18	14	13
IL Chicago Montrose	13	9	19	14
IL Chicago Prospect	15	27	24	22
IL Chicago Ronald	14	16	24	18
IL Chicago Stewart	9	10	24	14
IL East St.Louis	15	12	15	14
IL Evanston	16	14	24	18
IL Gurnee	10	22	19	17
IL Joliet	32	13	7	17
IL Kankakee	6	7	15	9
IL McHenry	13	7	16	12
IL Montgomery	13	11	16	13
IL Orland	16	12	21	16
IL Peoria	6	11	6	8
IL Rockford	11	11	8	10
IL Springfield	6	7	6	6
IL St. Charles	4	9	12	8
IL Villa Park	11	18	10	13
IL Unknown	0	0	0	0
<b>IL TOTAL</b>	<b>232</b>	<b>246</b>	<b>305</b>	<b>261</b>

**Illinois Bell Telephone Company (AT&T Illinois)**  
**Service Quality and Customer Credits Report for the Fourth Quarter of 2009**

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**Out of Service Over 24 Hours Credits**

**October 2009**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Chicago Beverly	\$338.30	44	8	4	2	3	769	0
IL Chicago Loop	\$64.46	43	2	0	0	0	329	0
IL Chicago Montrose	\$242.62	88	8	2	0	0	1,004	0
IL Chicago Prospect	\$273.03	90	5	5	1	0	917	0
IL Chicago Ronald	\$225.28	81	12	1	1	0	700	0
IL Chicago Stewart	\$188.09	72	3	2	0	0	624	0
IL East St.Louis	\$533.68	131	17	8	2	0	557	0
IL Evanston	\$251.08	111	10	1	0	1	757	0
IL Gurnee	\$304.97	129	7	0	3	0	283	0
IL Joliet	\$390.48	76	15	1	2	1	127	0
IL Kankakee	\$193.37	83	4	1	0	1	150	0
IL McHenry	\$445.63	79	10	7	2	1	216	0
IL Montgomery	\$157.41	76	9	0	0	0	143	0
IL Orland	\$487.57	110	13	9	1	1	455	0
IL Peoria	\$101.70	36	4	2	0	0	165	0
IL Rockford	\$312.23	89	7	10	0	0	287	0
IL Springfield	\$292.85	67	10	8	0	0	188	0
IL St. Charles	\$168.43	60	5	1	1	0	145	0
IL Villa Park	\$235.53	57	9	3	0	1	293	0
IL Unknown	\$0.42	1	0	0	0	0	3	0
<b>IL TOTAL</b>	<b>\$5,207.13</b>	<b>1,523</b>	<b>158</b>	<b>65</b>	<b>15</b>	<b>9</b>	<b>8,112</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2009, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 4 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

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**Out of Service Over 24 Hours Credits**

**November 2009**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Chicago Beverly	\$237.88	72	7	0	2	0	784	0
IL Chicago Loop	\$112.90	52	4	0	1	0	363	0
IL Chicago Montrose	\$430.91	75	15	5	1	1	734	0
IL Chicago Prospect	\$255.55	98	13	1	0	0	873	0
IL Chicago Ronald	\$367.47	56	7	5	2	2	531	0
IL Chicago Stewart	\$160.78	64	2	2	0	0	626	0
IL East St.Louis	\$477.14	138	27	3	0	0	554	0
IL Evanston	\$323.25	104	10	3	2	0	521	0
IL Gurnee	\$124.09	47	7	0	0	0	212	0
IL Joliet	\$194.49	42	10	2	0	0	153	0
IL Kankakee	\$339.83	51	21	0	1	0	135	0
IL McHenry	\$261.23	75	11	0	2	1	140	0
IL Montgomery	\$137.42	47	4	0	0	1	86	0
IL Orland	\$253.79	72	11	3	0	1	299	0
IL Peoria	\$144.53	66	7	2	0	0	205	0
IL Rockford	\$278.60	68	15	1	1	0	142	0
IL Springfield	\$242.26	96	20	0	0	0	344	0
IL St. Charles	\$110.54	51	4	0	0	0	86	0
IL Villa Park	\$90.28	35	5	0	0	0	162	0
IL Unknown	\$0.42	1	0	0	0	0	5	0
<b>IL TOTAL</b>	<b>\$4,543.36</b>	<b>1,310</b>	<b>200</b>	<b>27</b>	<b>12</b>	<b>6</b>	<b>6,955</b>	<b>0</b>

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**Out of Service Over 24 Hours Credits**

**December 2009**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Out of Service Periods Falling Into the Following Ranges of Hours:					Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		25-48	49-72	73-96	97-120	over 120		
IL Chicago Beverly	\$139.38	164	23	11	4	0	1,556	0
IL Chicago Loop	\$126.60	88	14	2	1	1	433	0
IL Chicago Montrose	\$148.20	99	12	6	1	0	1,097	0
IL Chicago Prospect	\$212.57	206	19	4	4	0	1,091	0
IL Chicago Ronald	\$100.56	91	13	3	3	1	777	0
IL Chicago Stewart	\$73.82	116	18	5	2	3	1,315	0
IL East St.Louis	\$99.17	68	15	3	1	2	292	0
IL Evanston	\$236.02	140	25	5	0	1	614	0
IL Gurnee	\$97.08	36	6	1	1	0	207	0
IL Joliet	\$123.50	54	8	0	0	0	99	0
IL Kankakee	\$77.51	71	40	1	0	0	177	0
IL McHenry	\$85.48	56	4	1	2	0	166	0
IL Montgomery	\$131.37	55	5	0	0	0	120	0
IL Orland	\$315.85	72	9	3	1	0	208	0
IL Peoria	\$68.10	25	6	0	0	0	91	0
IL Rockford	\$77.22	113	25	8	0	0	241	0
IL Springfield	\$87.11	78	6	6	0	2	184	0
IL St. Charles	\$118.89	38	1	1	0	0	106	0
IL Villa Park	\$383.76	60	2	4	1	0	207	0
IL Unknown	\$12.92	1	0	0	1	0	5	0
<b>IL TOTAL</b>	<b>\$2,715.11</b>	<b>1,631</b>	<b>251</b>	<b>64</b>	<b>22</b>	<b>10</b>	<b>8,986</b>	<b>0</b>

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**Illinois Bell Telephone Company (AT&T Illinois)**  
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**Delayed Instalation Credits**

**October 2009**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Chicago Beverly	\$1,071.16	35	0	0	250	0
IL Chicago Loop	\$451.98	9	0	0	161	0
IL Chicago Montrose	\$764.15	17	0	1	419	0
IL Chicago Prospect	\$1,195.80	18	0	2	429	0
IL Chicago Ronald	\$246.13	7	0	0	202	0
IL Chicago Stewart	\$2,192.20	69	0	0	374	0
IL East St.Louis	\$800.53	4	0	1	68	0
IL Evanston	\$431.30	6	0	1	176	0
IL Gurnee	\$136.43	5	0	0	94	0
IL Joliet	\$465.45	2	0	1	62	0
IL Kankakee	\$614.30	1	0	3	45	0
IL McHenry	\$272.10	5	0	1	84	0
IL Montgomery	\$142.38	1	0	1	80	0
IL Orland	\$928.58	6	0	1	119	0
IL Peoria	\$223.54	5	0	0	51	0
IL Rockford	\$218.84	7	0	0	69	0
IL Springfield	\$584.30	1	0	2	41	0
IL St. Charles	\$293.10	4	0	0	58	0
IL Villa Park	\$1,345.45	3	0	1	92	0
IL Unknown	\$0.00	0	0	0	0	0
<b>IL TOTAL</b>	<b>\$12,377.72</b>	<b>205</b>	<b>0</b>	<b>15</b>	<b>2,874</b>	<b>0</b>

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**Delayed Instalation Credits**

**November 2009**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Chicago Beverly	\$727.10	15	0	0	188	0
IL Chicago Loop	\$4,795.88	6	0	4	137	0
IL Chicago Montrose	\$350.00	7	0	0	240	0
IL Chicago Prospect	\$1,856.20	27	0	1	329	0
IL Chicago Ronald	\$5,772.28	14	0	3	227	0
IL Chicago Stewart	\$800.00	20	0	0	225	0
IL East St.Louis	\$100.00	2	0	0	94	0
IL Evanston	\$4,197.28	8	0	1	114	0
IL Gurnee	\$627.35	1	0	1	90	0
IL Joliet	\$1,630.00	1	0	1	45	0
IL Kankakee	\$50.00	1	0	0	35	0
IL McHenry	\$1,110.88	4	1	1	57	0
IL Montgomery	\$100.00	3	0	0	47	0
IL Orland	\$885.00	1	0	1	67	0
IL Peoria	\$34.93	1	0	0	28	0
IL Rockford	\$1,302.20	1	0	3	35	0
IL Springfield	\$704.30	2	0	1	30	0
IL St. Charles	\$150.00	3	0	0	45	0
IL Villa Park	\$343.35	5	0	0	73	0
IL Unknown	\$0.00	0	0	0	0	0
<b>IL TOTAL</b>	<b>\$25,536.75</b>	<b>122</b>	<b>1</b>	<b>17</b>	<b>2,106</b>	<b>0</b>

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**Delayed Instalation Credits**

**December 2009**

Geographic Area	Dollar Amount of Credits Given	Number of Credits Given for Delayed Installation Periods Falling Into the Following Ranges of Days:			Number of exemptions claimed for each of the categories identified in Section 732.30(e)	Number of Customers Who Received Alternative Phone Service
		6-10	11	over 11		
IL Chicago Beverly	\$275.00	6	0	0	151	0
IL Chicago Loop	\$243.68	4	0	0	93	0
IL Chicago Montrose	\$611.53	7	0	1	181	0
IL Chicago Prospect	\$480.46	15	0	0	214	0
IL Chicago Ronald	\$100.00	2	0	0	98	0
IL Chicago Stewart	\$930.00	12	1	1	236	0
IL East St.Louis	\$795.96	7	0	2	54	0
IL Evanston	\$604.38	5	0	2	88	0
IL Gurnee	\$1,420.00	9	0	1	63	0
IL Joliet	\$150.00	3	0	0	38	0
IL Kankakee	\$2.00	1	0	0	30	0
IL McHenry	\$372.43	3	0	1	87	0
IL Montgomery	\$226.18	5	0	0	46	0
IL Orland	\$381.18	5	1	0	79	0
IL Peoria	\$255.35	2	0	1	28	0
IL Rockford	\$100.00	2	0	0	47	0
IL Springfield	\$1,379.85	0	0	2	46	0
IL St. Charles	\$270.00	2	0	1	60	0
IL Villa Park	\$379.48	13	0	0	69	0
IL Unknown	\$0.00	0	0	0	0	0
<b>IL TOTAL</b>	<b>\$8,977.48</b>	<b>103</b>	<b>2</b>	<b>12</b>	<b>1,708</b>	<b>0</b>

NOTE: The payment of customer credits is not an indication of poor service quality. For the year to date in 2009, AT&T Illinois has met, or surpassed, every relevant service quality benchmark established by the Illinois Commerce Commission. AT&T serves nearly 4 million access lines in Illinois, most of which experienced no trouble of any kind during the reporting period.

**Illinois Bell Telephone Company (AT&T Illinois)**  
**Service Quality and Customer Credits Report for the Fourth Quarter of 2009**  
This Page Pursuant to Administrative Code Part 732 Section 60

**Missed Appointment Credits**

**October 2009**

<b>Geographic Area</b>	<b>Dollar Amount of Credits Given</b>	<b>Number of Customers Receiving Credits</b>	<b>Number of exemptions claimed for each of the categories identified in Section 732.30(e)</b>
IL Chicago Beverly	\$7,600.00	152	0
IL Chicago Loop	\$3,950.00	78	0
IL Chicago Montrose	\$7,550.00	150	0
IL Chicago Prospect	\$7,600.00	152	0
IL Chicago Ronald	\$5,350.00	106	0
IL Chicago Stewart	\$7,100.00	142	0
IL East St.Louis	\$2,950.00	59	0
IL Evanston	\$5,000.00	100	0
IL Gurnee	\$3,300.00	66	0
IL Joliet	\$3,150.00	62	0
IL Kankakee	\$1,650.00	33	0
IL McHenry	\$3,150.00	62	0
IL Montgomery	\$1,350.00	27	0
IL Orland	\$4,450.00	88	0
IL Peoria	\$1,550.00	31	0
IL Rockford	\$2,400.00	48	0
IL Springfield	\$1,150.00	23	0
IL St. Charles	\$1,600.00	32	0
IL Villa Park	\$2,500.00	50	0
IL Unknown	\$0.00	0	0
<b>IL TOTAL</b>	<b>\$73,350.00</b>	<b>1,461</b>	<b>0</b>

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**Illinois Bell Telephone Company (AT&T Illinois)**  
**Service Quality and Customer Credits Report for the Fourth Quarter of 2009**  
This Page Pursuant to Administrative Code Part 732 Section 60

**Missed Appointment Credits**

**November 2009**

<b>Geographic Area</b>	<b>Dollar Amount of Credits Given</b>	<b>Number of Customers Receiving Credits</b>	<b>Number of exemptions claimed for each of the categories identified in Section 732.30(e)</b>
IL Chicago Beverly	\$5,500.00	109	0
IL Chicago Loop	\$3,550.00	70	0
IL Chicago Montrose	\$4,750.00	95	0
IL Chicago Prospect	\$5,300.00	106	0
IL Chicago Ronald	\$4,150.00	83	0
IL Chicago Stewart	\$4,950.00	99	0
IL East St.Louis	\$1,850.00	37	0
IL Evanston	\$3,050.00	61	0
IL Gurnee	\$2,950.00	58	0
IL Joliet	\$1,450.00	28	0
IL Kankakee	\$950.00	19	0
IL McHenry	\$1,550.00	31	0
IL Montgomery	\$1,300.00	26	0
IL Orland	\$2,650.00	53	0
IL Peoria	\$1,150.00	23	0
IL Rockford	\$1,950.00	39	0
IL Springfield	\$600.00	12	0
IL St. Charles	\$1,100.00	22	0
IL Villa Park	\$2,750.00	55	0
IL Unknown	\$0.00	0	0
<b>IL TOTAL</b>	<b>\$51,500.00</b>	<b>1,026</b>	<b>0</b>

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**Illinois Bell Telephone Company (AT&T Illinois)**  
**Service Quality and Customer Credits Report for the Fourth Quarter of 2009**  
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**Missed Appointment Credits**

**December 2009**

<b>Geographic Area</b>	<b>Dollar Amount of Credits Given</b>	<b>Number of Customers Receiving Credits</b>	<b>Number of exemptions claimed for each of the categories identified in Section 732.30(e)</b>
IL Chicago Beverly	\$9,850.00	197	0
IL Chicago Loop	\$4,000.00	80	0
IL Chicago Montrose	\$9,300.00	184	0
IL Chicago Prospect	\$8,150.00	163	0
IL Chicago Ronald	\$5,000.00	100	0
IL Chicago Stewart	\$10,000.00	198	0
IL East St.Louis	\$2,200.00	44	0
IL Evanston	\$5,200.00	103	0
IL Gurnee	\$3,200.00	64	0
IL Joliet	\$1,250.00	25	0
IL Kankakee	\$1,950.00	38	0
IL McHenry	\$2,250.00	45	0
IL Montgomery	\$2,550.00	50	0
IL Orland	\$3,050.00	60	0
IL Peoria	\$1,250.00	25	0
IL Rockford	\$1,600.00	31	0
IL Springfield	\$1,350.00	27	0
IL St. Charles	\$1,500.00	29	0
IL Villa Park	\$2,850.00	56	0
IL Unknown	\$0.00	0	0
<b>IL TOTAL</b>	<b>\$76,500.00</b>	<b>1,519</b>	<b>0</b>

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